

(New): Claim number 38 as filed being new with the application

38. The method and system according to claim 19, wherein participating helping agent and client systems engaged in a multimedia session exchange and update mice cursor coordinates, comprising the steps of;

at all the participating systems,

(b) invoking the procedure to register all the said participating systems into a multicast domain;

at the individual system,

(c) continuously measuring the change in the mice coordinates against a criteria;

(d) if the criteria values are met, transmitting the mouse coordinates to all the participating systems through multicast access procedures;

at all the participating systems,

(e) updating the mice position coordinates as received from the individual systems; and

(f) displaying a plurality of mice cursors corresponding to the updated position coordinates at the individual participating systems, wherein each displayed cursor represents some characteristics of its source or transmitting system.

(New): Claim number 39 as filed being new with this amended list of claims

39. The method and system according to claim 19, wherein plurality of mice cursors as shown at the participating helping agent and client systems' view windows can be able to present distinctive display characteristics, comprising;

(a) distinguishing each of the mice cursors displayed at the participating systems through different colors or any combination;

(b) distinguishing each of the mice cursors displayed at the participating systems through different blinking rates; and

(a) distinguishing each of the displayed mice cursor through some characteristics that are associated with of its user's name or with system identification that transmitted it.

(New): Claim number 40 as filed being new with this amended list of claims

40. The method and system according to claim 21, wherein participating helping agent and client systems engaged in a multimedia session determine that at any time which system is directing the other systems to access or download information, comprising the steps of:

at the participating systems,

- (a) displaying a status window on each of the said systems;
- (b) identifying the incoming request from a system which generates the most recent and updated request to direct other said systems to fetch information from any available resources; and
- (c) appending that request at the top of a log table;
- (d) declaring the active status at the top of the log table of the system identified in step (b) through using any display characteristics as the system directing other systems to download the preferred information from available information resources.

(New): Claim number 41 as filed being new with this amended list of claims.

41. The method and system according to claim 26, wherein at least one helping agent assigns and transmits a unique serial identification number to at least one client to identify its distinct state of an on-line multimedia help session with the said client. The method comprising the steps of:

at client system,

- (a) transmitting a request to establish a connection for an on-line help session with the helping agent system;

at helping agent system,

- (b) means of creating an identifiable log entry that identifies the request for a multimedia help session with the said client system;
- (c) means of generating a unique and identifiable serial number distinctively identifying the state of multimedia connection created for the said client;
- (d) transmitting the said unique number to the known network address of the said client;

at client system,

- (e) means of displaying the unique and identifiable serial number as transmitted by the said helping agent system in step (d); and
- (f) means of communicating the displayed serial number with the said helping agent.

(New): Claim number 42 as filed being new with this amended list of claims.

42. A method and system according to claim 26, wherein at least one client and helping agent systems can access and share multimedia information in peer to peer networking environment, comprising the step of:

at client system,

- (a) accessing information from a source on a network through using an identifiable address information;
- (b) capturing the said address information as used in step (a) necessary to uniquely identify and access a source on the network;

the address information, comprising at least one or combination of the following:

- (i) identifiable Application Layer parameters
 - (ii) identifiable Presentation Layer parameters
 - (iii) identifiable Session Layer parameters
 - (iv) identifiable Transport Layer parameters
 - (v) identifiable Network Layer parameters
 - (vi) identifiable Data-Link Layer parameters
- (b) transmitting the said captured address information directly to the helping agent system;

at helping agent system,

- (c) receiving the address information from the said client; and
- (d) using the said address information, directly accessing the identical information from the source as retrieved by the said client in step (a)

(New): Claim number 43 as filed being new with this amended list of claims.

43. A method and system according to claim 26, wherein at least one client and helping agent systems can access and share multimedia information, comprising the step of:

at all the participating systems,

- (a) invoking a procedure to register all the participating systems into a multicast domain;

at the individual system,

- (b) generating a request for information to be fetched through any available information resource;
- (c) forwarding the said request as generated in step (b) to all the participating systems through multicasting procedure;
- (d) accessing the information as identified by the request in step (b) directly through the available information resources; and
- (e) presenting the accessed information in step (d) on each of the individual participating systems.

(New): Claim number 44 as filed being new with this amended list of claims.

44. A method and system according to claim 26, wherein at least one client and helping agent systems can access and share multimedia information, comprising the step of:

at the participating systems,

- (a) invoking the procedure to register all the participating systems including a designated gateway into a multicast domain;

at the designated gateway,

- (b) receiving a request for information generated by at least one participating system through multicasting procedure;
- (c) accessing information as identified by the request in step (b) through the available information resources; and
- (d) transmitting a copy of the fetched information to the individual participating systems in the multicast domain